

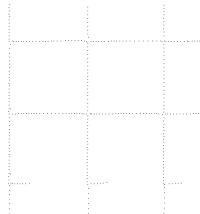
**To:** Harris-Bishop, Rusty[Harris-Bishop.Rusty@epa.gov]; Press[Press@epa.gov]; EOC Public Information[EOC\_Public\_Information@epa.gov]; Harrison, Melissa[Harrison.Melissa@epa.gov]  
**Cc:** Zito, Kelly[ZITO.KELLY@EPA.GOV]; Keener, Bill[Keener.Bill@epa.gov]; Manzanilla, Enrique[Manzanilla.Enrique@epa.gov]  
**From:** Liz Purchia  
**Sent:** Thur 8/13/2015 12:53:20 AM  
**Subject:** Re: Toll Free Number

Was just sent this. I'm going to ask Tim Davis to make this addition below the toll free number

EPA has established a toll-free number so residents in CO, NM, UT, AZ, and the Navajo Nation who have been impacted by the Gold King Mine release can provide their contact information and be called back with information. The number is available for people to speak to someone in English, Spanish, and Navajo.

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**From:** Rusty Harris-Bishop <Harris-Bishop.Rusty@epamail.epa.gov>  
**Sent:** Wednesday, August 12, 2015 8:19 PM  
**To:** Press  
**Cc:** Zito, Kelly; Keener, Bill; Manzanilla, Enrique  
**Subject:** FW: Toll Free Number



I haven't heard from anyone about resolving this, so I'm sending this to the press number since I think someone in the EOC is checking on this. This number is apparently a call center in Plano, TX that doesn't even realize they are answering calls for the Gold King Mine release. If we are promoting this phone number, we should tamp down expectations that this is a hotline that will provide information. It's merely an answering service that is taking messages. I'm not sure who will be calling them back, but maybe someone in Region 6 will know. I just think we need some more information before we start promoting this number as a resource from EPA.

Rusty



**Rusty Harris-Bishop** • Superfund Project Manager • Communications Liaison • US Environmental Protection Agency •

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**From:** Harris-Bishop, Rusty  
**Sent:** Wednesday, August 12, 2015 2:52 PM  
**To:** Colaizzi, Jennifer C.; StClair, Christie  
**Subject:** Toll Free Number

Hi Jennifer and Christie:

I just left you a message, Jennifer, that the “hot line” number Region 6 set up that is posted on the web page is just a number for people to call and leave their name, number, and issue. They don’t have any information (they don’t even know what they are answering the call for!) to provide. Can we get a sentence below the number that says something like “EPA has established a toll-free number so residents in CO, NM, UT, AZ, and the Navajo Nation who have been impacted by the Gold King Mine release can provide their contact information and be called back with information. The number is available for people to speak to someone in English, Spanish, and Navajo.”

Thanks!

Rusty



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